

COMMUNITY SERVICE PROCEDURE/BEST PRACTICE

Community Service is an individual performing structured/supervised work for the direct benefit of the community to improve skills of employability with no implied employment obligations.

The customer must have an active medical card in order to be assigned to a Community Service Site.

Security/Background Clearances. Some Community Service work sites may require a security/background clearance. If the work site requires a security/background clearance, it is the responsibility of the site to obtain this clearance. DCF may provide information to the site on how to obtain clearances.

Orientation. Workshops may be conducted for Community Service site participants before they begin their work site assignment. These workshops may include work habits such as being on time, calling employers when absent or late, appearance, expectations of employers, listing time on a work site as work experience on resumes and job applications, and responsibilities of the client while assigned to the community service component. Participation in these workshops should be coded as Community Service.

This orientation to work is generally a group workshop. Information may be provided on an individual basis if necessary to ensure the participant is adequately informed prior to assignment. Information regarding participation in this type of orientation will be documented in the case record.

Assignment to this type of orientation fulfills the agency's responsibility to provide expectations and information about how to be a good employee before the individual begins the assignment.

Community Service Site Recruitment and Site Development. Community Service assignments are designed to provide a direct benefit to the community and occur at such locations as but not limited to: faith based organizations; Head Start agencies; libraries; area schools; soup kitchens; food pantries; senior citizen centers; nursing homes; hospitals; animal shelters; and homeless shelters. Potential sites may be identified in a variety of ways:

- § A potential site contacts EES for information about Community Service;
- § EES, Community Capacity or Contracted Employment Service provider contacts agencies or businesses to discuss Community Service; or
- § An EES case manager requests a particular type of placement or a specific site.

Note: Some contracted employment service providers have developed work sites as part of the special project service they are providing to our EES customers. Work sites developed and monitored by contracted employment service providers should have an DCF agreement in place - either an ES-4104 for a work experience site or an ES-4105 for a community service site.

Once an agency/business expresses interest in becoming a Community Service Site, the DCF or Contracted Employment Service Provider staff meet with the appropriate personnel to explain the program, what is required of a site, and to determine the needs of the site. A Community Service Site Agreement is drafted with the new site.

The specific jobs/tasks available at the site are identified. The Community Service Site Agreement is reviewed and completed with the site and signed by the appropriate person as designated by the site. The Community Service Site Agreement is then routed to the DCF Regional Director for approval and signature. Some Regions may require preliminary approval of the Regional Director before the agreement is drafted with the new site.

A copy of the completed Agreement is returned to the new site and one copy is retained in the local EES-office.

Participants may be assigned to a new work site once the Agreement is completed and signed by both parties.

Community Service Site Agreements may be terminated by either party with a 30 day written notice of intent to terminate.

Community Service Site visits are encouraged on a semi-annual basis. The visit is to provide an opportunity to observe the operation of the site and to review policy changes, answer questions or resolve problems the site is experiencing. Site visits are often a good idea when either the site or the participant expresses difficulties with the assignment.

Community Service Site supervisor meetings are encouraged on a semi-annual basis. The meetings are a good networking opportunity, a chance to update site supervisors on program policy and operations, to provide in-service training on issues common to sites, and to thank site supervisors for the opportunity they provide the program and participants.

Time and Attendance Reporting. Community Service Sites need to report actual hours of participation on the ES-4322. The work site may submit the ES-4322 to DCF at the same time that timesheets are submitted for regular employees or by the 5th of the month following the assignment month.

The ES-4322 also promotes feedback on job performance between the work site supervisor and the EES-customer.

In addition to reporting actual hours, work sites need to report when individuals assigned to participate do not show up for the assignment or do not perform satisfactorily. This needs to be reported immediately to the DCF Office in order for the DCF staff to follow-up with the customers.

Termination

A Community Service participant can be dismissed from the work site for the same reasons and following the same procedures the work site would use for a paid employee. The work site should notify the case manager and try to resolve any problem before the work site dismisses the participant.